

Claims:

Having thus described the invention, what is claimed is:

1. A system for assessing information technology services provided to customers, the system comprising:

5 a first assessment tool which provides an indication of customer satisfaction using one measurement technique;

 a second assessment tool which provides an indication of customer satisfaction with the information technology services using a second measurement technique;

10 a system for combining the results using the first and second assessment tool and providing a report on the information technology service using the two measurement techniques and providing a report with an assessment of the information technology service and at least one recommendation for improving the information technology service.

15 2. A system for assessing information technology services provided to customers including the elements of Claim 1 wherein one type of assessment tool includes a matrix for analyzing the service as delivered to the customer against different levels of customer satisfaction.

3. A system for assessing IT customer service including the elements of Claim 2 wherein another tool used includes questions for the customer, which questions are used to assess the level of customer service and satisfaction as perceived by the customer.

5 4. A system for assessing IT customer service including the elements of Claim 1 wherein the system provides analysis of different factors of customer service and provides a relative level of customer satisfaction for each of several different factors, whereby one or more factors which are relatively low may be determined and identified for improvement.

10 5. A system for including the elements of Claim 4 wherein the system includes a generic matrix of attributes and corresponding levels of maturity and also includes an alternate set of detailed matrices for use in a workshop.

6. A system for including the elements of Claim 1 and further including a first system including simple questions and a second system with detailed questions and one system or the other is selected for the assessment.

7. A method of assessing the information technology services provided to a customer, the steps of the method comprising:

evaluating the delivery of IT services compared with a matrix of different levels of maturity of service for at least one attribute of service;

5 comparing the perceived service attribute with established levels of service;

determining the maturity of service; and

providing a report with recommendations for improving the delivery of IT service to customers..

10 8. A method of assessing the information technology service provided to a customer including the steps of Claim 7 wherein the method further includes interviewing customers with detailed questions to determine the maturity of IT services being delivered to customers.

9. A method of assessing the information technology service provided to a customer including the steps of Claim 7 and further including the step of using detailed matrices in a workshop approach with customers so that the level of maturity of IT services can b determined
15 and the step of providing a report includes comparing the maturity of IT services with levels of maturity in the detailed matrices for different aspects of IT service delivery.

10. A method of assessing the information technology service provided to a customer including the steps of Claim 7 wherein the step of evaluating the delivery of IT services includes the use of at least two different types of assessment.

11. A method of assessing the information technology service provided to a customer including the steps of Claim 10 wherein the two different types of assessment include using a matrix and using questions to determine the level of maturity of the information technology services.

5 12. A method of assessing the information technology service provided to a customer including the steps of Claim 11 wherein the step of using questions includes a set of simple questions and a set of detailed questions and the assessment includes the step of selecting whether to use the simple questions or the detailed questions.

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